GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:2045
ANSWERED ON:09.03.2016
Catering Service in Railways
Lokhande Shri Sadashiv Kisan;Sonker Smt. Neelam

Will the Minister of RAILWAYS be pleased to state:

(a) whether the catering service in Railways is upto the mark;
(b) if not, the reasons therefor;
(c) whether the Government has received complaints regarding catering service in Railways during the last three years till date; and
(d) if so, the details thereof and the action taken in this regard?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)
(a) to (d): Improvement of catering services is an on-going process. In its endeavour to provide quality and hygienic food to the passengers, Railways have developed and operationalized an institutionalized mechanism for monitoring of quality and hygiene of catering services through regular inspections at various levels to address catering complaints. However, about 5851, 6307 & 6155 complaints related to catering services have been reported during the years 2013, 2014 & 2015 respectively. Actions taken on defaulting licensees during this period, inter-alia, include warning in 5758 cases, imposition of fines in 7382 cases and termination of contracts in 06 cases, depending on the gravity of the offence.

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